GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:682
ANSWERED ON:21.11.2001
SPEED POST SERVICE
BHARTRUHARI MAHTAB

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the growth of Speed Post Service has been blowed because of stiff competition from courier services;

(b) if so, the constraints noticed in this regard; and

(c) the measures being taken to overcome the same?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) to (c): Speed Post Service was started by the Department in 1986 to provide fast and time-bound delivery service to the customers. Speed Post has been constantly growing and the revenue figures from Speed post in the last three years are given below:

1998-99 - Rs. 91.36 crores
1999-00 - Rs. 126.17 crores
2000-01 - Rs. 151.44 crores

Courier industry is an open market and is highly competitive in nature. The Department has, therefore, also taken a number of steps to strengthen the Speed Post service to meet the challenge from the private couriers. The network of Speed Post Centres has been extended to 120 towns in the national network and more than 500 stations in the State level network. The tariff for speed post has also been restructured on commercial principles to increase market share. To enhance the satisfaction of the customers, delivery system has been restructured by creating nodal offices with dedicated delivery staff and special recognition has been given to the bulk consumers as per market practice. In addition, all the 120 Speed Post Centres have been computerized. On- line tracking system has been developed for the consumers to track the speed post consignments through internet. Free pick up service facilities from the customers` premises have also been introduced to increase the market share.